CRICITAL INFORMATION SUMMARY

Cloud PBX Soft Phone *Premium – 36 MONTHS*

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Cloud PBX Soft Phone provides your business with a fully functional softphone client available on Android, iOS, Windows or MAC delivered via an internet connection.

MINIMUM ACCESS REQUIREMENTS

To access the service, you will need an internet connection with a minimum of 100/100Kbps of available bandwidth per simultaneous call, with no packet loss, and a ping of less than 150 ms. Each user may connect via a range of devices PC, Tablet or Mobile via Android, iOS, Windows and MAC operating systems.

Minimum Term	36 Months
Exclusions	All standard calls not listed below as Included, plus calls to international destinations and premium service numbers are billed on top of the minimum monthly charge.
Minimum Channels	This plan requires a minimum of 1 user.
Bundle Requirements	This plan does not require bundling with another service.
Plan Limitations	All licences must be on the same plan. Mix and match between plans is not available.

INFORMATION ABOUT PRICING

Maximum Early Termination Fee	If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an Early Termination Fee (ETF) comprised of 50% of your minimum monthly commitment (Minimum Monthly Charge + Additional Monthly Charges), multiplied by the months remaining in your contract will apply.
Timed Calls	Timed calls are billed in 1 minute increments

MINIMUM ACCESS REQUIREMENTS

Minimum monthly access fee	$30
Minimum term	36 Months
Minimum cost over term	$1,080

STANDARD CALL RATES

LOCAL CALLS	NATIONAL CALLS	CALLS TO AU MOBILES	CALLS TO 13/1300 NUMBERS
Included	Included	Included	44c per call

ADDITIONAL CHARGES

Direct Indial (DID)	$1 per month each additional (not included)
100 Number Range	$33 per month (not included)
System Build and Programming	Included
Porting Charges	Porting charges may apply if you wish to transfer your current landline or VoIP service and are priced on application.
Setup	POA

OTHER INFORMATION

PROMOTIONAL PRICING

Pricing in this Critical Information Summary does not take into account any promotional discounts or custom pricing. Promotional pricing on offer may be revoked at any time.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions or need assistance, please call us or visit our website so we can serve you better.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.

CONTACT DETAILS

Call Us: 1300 797 428

Email Us: admin@powernetworx.com.au

Visit Us: www.powernetworx.com.au

Address: Unit 4/1 Sangiorgio Court, Osborne Park, WA 6017